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PTO/SB/21 (08-00)

Approved for use through 10/31/2002. OMB 0651-0031

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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TRANSMITTAL FORM

(to be used for all correspondence after initial filing)

Application Number	10/055,400
Filing Date	January 23, 2002
First Named Inventor	Francis H. NOBREGA
Group Art Unit	2152
Examiner Name	UNKNOWN
Attorney Docket Number	1662-41600 (P01-3633)

Total Number of Pages in This Submission 30

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ENCLOSURES (check all that apply)

- ☐ Fee Transmittal Form
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 - ☐ Affidavits/declaration(s)
- ☐ Extension of Time Request
- ☐ Express Abandonment Request
- ☒ Information Disclosure Statement
- ☐ Certified Copy of Priority Document(s)
- ☐ Response to Missing Parts/Incomplete Application
 - ☐ Response to Missing Parts under 37 CFR 1.52 or 1.53

- ☐ Assignment Papers (for an Application)
- ☐ Formal Drawings (4 sheets)
- ☐ Licensing-related Papers
- ☐ Petition
- ☐ Petition to Convert to a Provisional Application
- ☐ Power of Attorney, Revocation Change of Correspondence Address
- ☐ Terminal Disclaimer
- ☐ Request for Refund
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- ☐ After Allowance Communication to Group
- ☐ Appeal Communication to Board of Appeals and Interferences
- ☐ Appeal Communication to Group (Appeal Notice, Brief, Reply Brief)
- ☐ Proprietary Information
- ☐ Status Letter
- ☒ Other Enclosure (please identify below):

1. Form PTO-1449 (1 p.);
2. THREE (3) References; and
3. Acknowledgment postcard.

Remarks

NO OFFICE ACTION HAS BEEN RECEIVED IN THIS MATTER. THEREFORE, NO FEE IS DUE FOR THE FILING OF THIS INFORMATION DISCLOSURE STATEMENT.

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm or Individual name

Mark E. Scott, Reg. No. 43,100
CONLEY, ROSE & TAYON, P. C.

Signature

Date

October 3, 2002

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, Washington, DC 20231 on this date: October 3, 2002

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Francis H. NOBREGA et al.

Serial No.: 10/055,400

Filed: January 23, 2002

For: Web Based Service Request and
Approval System

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Group Art Unit: 2152

Examiner: Unknown

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INFORMATION DISCLOSURE STATEMENT

Assistant Commissioner for Patents
Washington, D.C. 20231

Att'y. Docket No. 1662-41600
Client Docket No. P01-3633
Date: October 3, 2002

Sir:

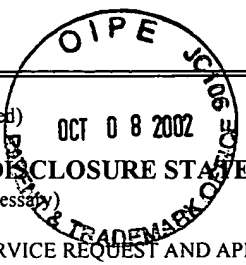
This Information Disclosure Statement, including completed Form PTO-1449, comprises a list of pertinent art of which Applicants are aware. A copy of each publication listed on Form PTO-1449 is enclosed herewith.

The submission of this Information Disclosure Statement and the references submitted therewith is not an admission that the art cited is "prior" with respect to the present invention nor is it a representation that no better art exists. Applicants hereby reserve the right to swear behind or otherwise disprove any alleged "prior" nature of any art cited should the facts support and the situation warrant such an action. It is submitted that the art cited does not constitute a bar to the patentability of Applicants' invention under 35 U.S.C. § 102 or § 103.

No Office Action has been received in the present application, therefore, no fees are due for the filing of this Information Disclosure Statement.

Respectfully submitted,

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Form PTO-1449 (Modified)	Atty. Docket No. 1662-41600 (P01-3633)	Serial No. 10/055,400
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)	Applicants Francis H. NOBREGA et al.	
FOR: WEB BASED SERVICE REQUEST AND APPROVAL SYSTEM	Filing Date January 23, 2002	Group 2152

REFERENCE DESIGNATION U.S. PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB-CLASS	FILING DATE IF APPROPRIATE
	AA	6,317,722	11/13/01	Jacobi, et al.	705	14	09/18/98

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FOREIGN PATENT DOCUMENTS							
		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB-CLASS	Translation YES NO

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)		
	AB	Sales brochure entitled: <i>Clarify eFrontOffice Help Desk Solution Meet the Challenges Facing Your IT Department</i> ; Copyright 1999 Clarify Inc. (4 p.).
	AC	Article entitled: <i>Hewlett-Packard Company and Clarify eFrontOffice Provide Global Enterprise Customer Service</i> ; Steve Rosenthal; Copyright 2001 Nortel Networks (4 p.).

EXAMINER	DATE CONSIDERED
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EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP §609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.